

GENERAL SERVICES ADMINISTRATION

Washington, DC 20405

August 11, 1993

FIRMR BULLETIN C-9

Revision 1

TO: Heads of Federal agencies

SUBJECT: Nonmandatory General Services Administration (GSA)
services and assistance programs.

1. Purpose. This bulletin describes nonmandatory GSA services and assistance programs available for use by Federal agencies.

2. Expiration date. This bulletin contains information of a continuing nature and will remain in effect until canceled.

3. Contents. This bulletin addresses the following topics:

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4. Related material.

- a. FIRMR Part 201-24--GSA Services and Assistance.
- b. FIRMR Part 201-39--Acquisition of Federal Information Processing (FIP) Resources by Contracting.
- c. FIRMR Bulletin C-7--Trail Boss Program.
- d. FIRMR Bulletin C-8--Information Accessibility for Employees with Disabilities.
- e. FIRMR Bulletin C-17--Information Resources Service Center (IRSC).

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FEDERAL INFORMATION RESOURCES MANAGEMENT REGULATION

APPENDIX B

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- f. FIRMR Bulletin C-21--Purchase of Telecommunications Services (POTS) contracts.
- g. FIRMR Bulletin C-25--Bid Analysis and Reporting System.
- h. GSA publication "IRMS Directory of Assistance."

5. Information and assistance.

- a. Additional information on the content of this bulletin may be obtained from:

General Services Administration
Regulations Analysis Division (KMR)
18th & F Streets, NW
Washington, DC 20405
Telephone: FTS/Commercial (202) 501-3194 (v) or
 FTS/Commercial (202) 501-0657 (tdd)

- b. GSA publishes the "IRMS Directory of Assistance" semiannually. Copies of the directory may be obtained by contacting:

General Services Administration
Agency Liaison Division (KML)
18th and F Streets, NW
Washington, DC 20405

Telephone: FTS/Commercial (202) 501-0819

6. Acronyms.

BARS Bid Analysis and Reporting System
COCA Clearinghouse on Computer Accommodation
FEDCAC Federal Computer Acquisition Center
FEDSIM Federal Systems Integration and Management Center
FIP Federal Information Processing
FISSP Federal Information Systems Support Program
IRM Information Resources Management
IRMS Information Resources Management Service
OTA Office of Technical Assistance
POTS Purchase of Telecommunications Services
TSC Telecommunications Support Contract

7. Discussion. GSA offers many nonmandatory service and assistance programs and contracts to help agencies meet their IRM requirements. Agencies should consider these GSA offerings for meeting agency requirements for FIP resources and use them when the agency determines that doing so would be the most advantageous alternative. In addition, agencies should inform

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GSA officials of their needs for new or revised GSA services and assistance programs. GSA will continue to develop and manage programs to satisfy requirements common to many agencies. A brief description of the nonmandatory programs and contracts that are currently available to agencies follows.

a. Office of Technical Assistance - OTA provides technical assistance and acquisition support to help Federal agencies improve the use of FIP resources. On a cost-reimbursement basis, OTA provides acquisition support and technical assistance in such areas as IRM planning; systems integration; networking; facility management; software conversion, improvement, engineering, development and maintenance; planning, designing, and testing of new systems; and system security. OTA sponsors and supports three separate and complementary programs that provide assistance to other agencies: the Federal Computer Acquisition Center (FEDCAC), the Federal Systems Integration and Management Center (FEDSIM), and the Federal Information Systems Support Program (FISSP). These programs are discussed below. For additional information about centralized OTA programs, contact OTA at:

General Services Administration
Office of Technical Assistance (KR)
5203 Leesburg Pike, Suite 400
Falls Church, Virginia 22041
Telephone: FTS/Commercial (703) 756-4100

(1) Federal Computer Acquisition Center - FEDCAC, located in Lexington, Massachusetts, competitively acquires large dollar value (i.e., life cycle cost greater than \$100 million) hardware, systems software, and associated services such as maintenance, training, and systems analyst support for client agencies. FEDCAC helps agencies with requirements definition, development of specifications and contractual terms and conditions, preparation of technical and cost evaluation criteria, development of benchmarks and live test demonstrations, development of acquisition documentation including the complete request for proposals, and validation and evaluation of offeror proposals. FEDCAC has its own in-house technicians, cost analysts, project managers, lawyers, and contracting officers, to provide complete acquisition support. For more information, contact FEDCAC at FTS/Commercial (617) 863-0104.

(2) Federal Systems Integration and Management Center - FEDSIM, located in Falls Church, Virginia, delivers a wide range of services to clients world wide including support in the areas

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of FIP resources acquisition, systems integration, software management, information technology facilities management, ADP security, disaster recovery services, office systems, local area network implementation, and networking. This support includes IRM planning, defining and documenting requirements, and designing, developing, acquiring, and managing automated information systems. FEDSIM provides this support with in-house Government experts and contractors from the private sector. FEDSIM has five client support Divisions: the Federal Systems Management Division, the Federal Systems Integration Division, the Federal Systems Acquisition Division, the Federal Office Systems Division, and the Federal Software Management Division. For more information, contact FEDSIM at FTS/Commercial (703) 756-6151.

(3) Federal Information Systems Support Program - FISSP, with offices coast to coast, provides Federal agencies technical, contractual, and administrative support in acquiring system definition, design, and requirements analysis services, business and scientific application systems support (development, maintenance, integration and conversion) services, computer security studies and risk analysis services, and facility management (including LAN management, the management as well as the operation of computer systems and networks, and data capture and retrieval) services through various contracts. Technical assistance in developing statements of work, project management and financial management is also provided. The requiring activity may place their requirement directly with GSA as GSA provides all necessary contracting support. A surcharge is assessed to agencies for use of these contracts. Agencies may obtain further information about the scope, availability, and terms of these contracts by contacting the appropriate FISSP office listed below:

- Program Office

General Services Administration
Office of Technical Assistance
Federal Information Systems Support
Division (KRT)
5203 Leesburg Pike, Suite 501
Falls Church, VA 22041-3467

Telephone: FTS/Commercial (703) 756-4227

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- Zone Offices

Eastern Zone - Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont, Virginia, Virgin Islands, West Virginia (Excludes the Washington, DC Metropolitan area)

The Wanamaker Building
100 Penn Square East, Suite 732
Philadelphia, PA 19107
Telephone: FTS/Commercial (215) 656-6300

Capital Zone - Washington, DC Metropolitan Area (Montgomery and Prince George's Counties, Maryland; Arlington, Fairfax, Loudon, and Prince William Counties, Virginia; and the Cities of Alexandria, Fairfax, and Falls Church, Virginia).

7th & D Streets, SW
Washington, DC 20407
Telephone: FTS/Commercial (202) 708-7700

Central Zone - Alabama, Florida, Georgia, Illinois, Indiana, Kentucky, Michigan, Minnesota, Mississippi, North Carolina, Ohio, South Carolina, Tennessee, Wisconsin.

5015 Bradford Drive, Suite 3
Huntsville, AL 35805
Telephone: FTS/Commercial (205) 895-5091

Western Zone - Arkansas, Colorado, Iowa, Kansas, Louisiana, Missouri, Montana, Nebraska, New Mexico, North Dakota, Oklahoma, South Dakota, Texas, Utah, Wyoming.

819 Taylor Street
Fort Worth, TX 76102
Telephone: FTS/Commercial (817) 334-3686

Pacific Zone - Alaska, American Samoa, Arizona, California, Guam and the Marianas Islands, Hawaii, Idaho, Nevada, Oregon, Washington.

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525 Market Street, 32nd Floor
San Francisco, CA 94105
Telephone: FTS/Commercial (415) 744-8527

b. GSA nonmandatory schedule contracts for FIP resources - A variety of FIP resources can be obtained through GSA nonmandatory ADP and telecommunications schedule contracts. FIRMR Part 201-39 provides policies and procedures regarding the use of these schedule contracts. FIRMR Bulletin C-17 provides assistance on how to obtain additional information about schedules through a GSA electronic bulletin board. The acquisition guide, "A Guide for Using GSA's Schedule Contracts for FIP Resources" explains how and when to use these contracts. Copies of the guide may be obtained from the Agency Liaison Division by calling telephone (202) 501-0819.

c. Purchase of Telecommunications Services Contracts - GSA has established nonmandatory POTS contracts to provide telecommunications supplies and services, including purchase, installation, maintenance, repair, de-installation, and relocation of both contractor-provided and Government-owned telephone equipment, at locations throughout the country. The POTS contracts are available for use by all Federal agencies. A surcharge is assessed to agencies for use of these contracts. Procedures for using the POTS contracts are contained in FIRMR Bulletin C-21. For more information on these contracts, contact:

General Services Administration
Technical Contract Management Division (KVT)
1730 M Street, NW, Suite 204
Washington, DC 20036
Telephone: FTS/Commercial (202) 606-9100

d. Federal Outreach Program - This program provides a number of services to keep the Federal IRM community informed and up-to-date on emerging issues and changes in IRM policy. The Outreach Program features a number of communication channels such as the IRM Newsletter, the GSA IRM Reference Center, Governmentwide mailings, and the training and education programs outlined below. For more information on the Outreach Program, contact:

General Services Administration
Agency Liaison Division (KML)
18th and F Streets, NW
Washington, DC 20405
Telephone: FTS/Commercial (202) 501-0819
Telefax: FTS/Commercial (202) 219-1533

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(1) Training and Education

- The Trail Boss Program provides executive-level training seminars for senior managers and agency officials. Trail Boss I, geared for acquisition program managers, covers the acquisition of FIP resources, while Trail Boss II concentrates on the implementation of those systems. Trail Boss III, for senior contracting officers and their technical representatives, focuses on the contracting and legal issues involved in such acquisitions. FIRMR Bulletin C-7 discusses the Trail Boss Program.

- The 1,000 by the Year 2000 Program helps to develop future IRM managers and leaders through cooperative partnerships with the nation's universities. Federal IRM professionals can obtain an IRM certificate by taking a series of six graduate-level IRM courses. The program will also feature a graduate-level Federal IRM curriculum to be offered by major universities in Federal centers across the country.

(2) GSA IRM Reference Center - The IRM Reference Center, which is open to the public, contains a collection of over 300 publications from GSA, OMB, other Federal agencies, academia, and special trade associations pertaining to Federal IRM. The Center collects current IRM materials that include agency plans, reports, surveys, handbooks, studies, conference reports, policies, solicitation documents and Trail Boss Program materials. For more information on the Reference Center, or if you would like to contribute materials of interest to other agencies to the Reference Center, contact:

General Services Administration
IRMS Reference Center
18th & F Streets, NW, Room 1231
Washington, DC 20405
Telephone: FTS/Commercial (202) 501-4860

e. Clearinghouse on Computer Accommodation - COCA is a model demonstration and technical resource center that assists GSA and client agencies to establish automated information practices and services that meet statutory requirements to accommodate people with disabilities. COCA conducts agency consultations and workshops on IRM planning and managing for accessibility that address needs requirements, acquisition strategies, and service delivery. COCA's handbook, Managing Information Resources for Accessibility, is also available. FIRMR Bulletin C-8 provides additional information about COCA. For information, contact:

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General Services Administration
Office of GSA Information Resources Management
Center on Computer Accommodation
18th & F Streets, NW, Room 1213
Washington, DC 20405
Telephone: FTS/Commercial (202) 501-4906 (v) or
FTS/Commercial (202) 501-2010 (tdd)

f. Contracting guidance and assistance - To assist Federal agencies in preparing solicitations for FIP resources, GSA makes the following materials available:

(1) Standard solicitation documents (SSDs) - GSA makes available four solicitation documents with clauses and provisions applicable to the acquisition of FIP resources as well as a guidance document to assist in the use of the solicitations. Separate solicitation documents for systems, software, equipment, and maintenance are available. The SSDs are provided in printed copy as well as on the GSA CD-ROM and word processing diskettes which are available from the Government Printing Office. For information, contact:

General Services Administration
Regulations Analysis Division (KMR)
18th and F Streets, NW
Washington, DC 20405
Telephone: FTS/Commercial (202) 501-3194

(2) Sample solicitation for Individual Systems Procurements (ISP) - This is a copy of a Request for Proposals, including the specifications, used by GSA, for acquiring digital voice and data local telecommunications service or equipment. For information, contact:

General Services Administration
Special Projects Procurement Branch (KELS)
18th and F Streets, NW
Washington, DC 20405
Telephone: FTS/Commercial (202) 501-1076

(3) Bid Analysis and Reporting System - To help Federal agencies evaluate vendor offers made in response to solicitations for FIP resources, GSA makes BARS available. BARS is a computerized evaluation tool that agencies may use to conduct a present value cost/price analysis. FIRMR Bulletin C-25 provides additional information about BARS for use on personal computers. For information, contact:

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General Services Administration
Economic Analysis Branch (KELE)
18th and F Streets, NW
Washington, DC 20405

Telephone: FTS/Commercial (202) 501-1098

g. Tariff interpretation, representation and negotiation - GSA, on behalf of executive agencies, will participate in negotiations with regulated telecommunications carriers, and where circumstances warrant, will institute action before Federal and state regulatory bodies to contest the level, structure, or applicability of rates or service terms. GSA will provide information on tariff rates for telecommunications services including tariff interpretation and application. For information contact:

General Services Administration
Economic Analysis Branch (KELE)
18th and F Streets, NW
Washington, DC 20405
Telephone: FTS/Commercial (202) 501-1098

h. Telecommunications Support Contracts - GSA, through its Telecommunications Support Contracts (TSC) can provide Federal agencies with access to expertise in voice/data/video systems analysis, systems integration, network engineering and design, requirements analysis, specification development, system testing and acceptance, strategic and tactical planning and other related services. Technical assistance in developing statements of work, project management and financial management is also provided. The requiring activity may place their requirement directly with GSA as GSA provides all necessary contracting support. A surcharge is assessed to agencies for use of these contracts. For additional information on the TSC, contact:

(1) Eastern Zone - Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont, Virginia, Virgin Islands, West Virginia.

100 Penn Square East
Wanamaker Building
Philadelphia, PA 19107
Telephone: FTS/Commercial (215) 656-6349

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- (2) Capital Zone - Washington, DC metropolitan area.

7th and D Streets, SW
Washington, DC 20407
Telephone: FTS/Commercial (202) 708-8000

- (3) Central Zone - Alabama, Florida, Georgia, Illinois, Indiana, Kentucky, Michigan, Mississippi, Minnesota, North Carolina, Ohio, South Carolina, Tennessee, Wisconsin.

401 West Peachtree Street
Suite 2700
Atlanta, GA 30365-2550
Telephone: FTS/Commercial (404) 331-1777

- (4) Western Zone - Arkansas, Colorado, Iowa, Kansas, Louisiana, Missouri, Montana, Nebraska, New Mexico, North Dakota, Oklahoma, South Dakota, Texas, Utah, Wyoming.

819 Taylor Street
Fort Worth, TX 76102
Telephone: FTS/Commercial (817) 334-3882 or
FTS/Commercial (817) 334-8430

- (5) Pacific Zone - Alaska, American Samoa, Arizona, California, Hawaii, Idaho, Nevada, Oregon, Washington.

525 Market Street
San Francisco, CA 94105
Telephone: FTS/Commercial (415) 744-8250

8. Cancellation. FIRMR Bulletin C-9 is canceled.

Commissioner (K)
Information Resources
Management Service

